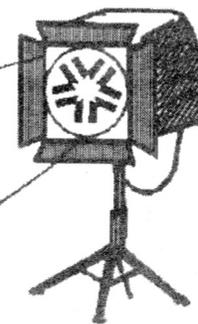


DISTRICT OF COLUMBIA OFFICE ON AGING

Spotlight On Aging



VOLUME XIX, ISSUE 11

A newsletter for D.C. Seniors

November 2004

EXECUTIVE DIRECTOR'S MESSAGE



By E. Veronica Pace

November, the month to give thanks, is also National Family Caregivers Month. This month's theme is "Share the Caring," in honor of the many formal and informal caregivers who assist seniors in remaining in their homes.

Caregivers are the backbone of the healthcare system because they provide most of the care and support that frail older persons must have to remain in the community. Find out more about the D.C. Caregivers' Institute, which helps many caregivers deal with caring for their loved ones.

At the Eighteenth Annual Salute to Centenarians we united generations of caregivers and our oldest residents. We had a great event and learned from these persons who are rich with wisdom, longevity and experience. Some of their stories are remarkable. Look at the photos of the event on these pages as we show you some of the District's living treasures.

One of the most important duties the staff of the D.C. Office on Aging has as public servants is to provide top-level customer response to issues and concerns. I am honored to report that the D.C. Office on Aging received the highest award from Mayor Williams' Office of Customer Service Operations for Best Overall Performance in Fiscal Year 2004 by achieving the highest ratings in all quality assurance program testing areas. Those areas include responsiveness to constituent calls, correspondence and requests for service, and ensuring that front-line constituent contacts are handled with the highest level of professionalism.

Since taking office in 1999, high-level customer satisfaction has been a top level goal for Mayor Anthony A. Williams. To assure high achievements in customer satisfaction, his office implemented the Gold Standard Customer Service. The District government has worked aggressively to set policies and standards to score high marks in the area of customer service.

The Office on Aging has always set its bar high, and we remain a best-practice agency nationwide. Our motto is, "It is our privilege to serve." Just as it takes a village to raise a child, it takes a village to ensure safety, security and care for older Americans. Every staff person at the Office on Aging is a "villager" and team player. The team led by Customer Service Business Partner Cynthia D. Simmons brought home the GOLD.

As we celebrate the holiday season of Thanksgiving, please know how important you are to us and how thankful we are to be of service.

Hats off to the Office on Aging

Voted Best in Overall Performance for Customer Service



Pictured, from left, Yvonne McManus, Mayor's Customer Service Operations Chief of Staff; Kelly Valentine, Mayor's Director of Customer Service Operations; Cynthia D. Simmons, Office on Aging Chief of Staff/ Customer Service Business Partner; and Ursula Ferguson, Mayor's Customer Service Operations, Correspondence and Quality Assurance Manager.

November is National Family Caregivers Month "Share the Caring"

The Office on Aging funds a variety of programs and services to assist caregivers. Along with the D.C. Caregivers' Institute, you may also contact the lead agency that services your Ward to find other programs that are available to assist those seniors who wish to remain in their homes. These services include home-bound meals, in-home support services, geriatric day care programs, respite programs and more.

To find out what is available to District residents, call one of the following agencies. They can connect you to services available in your area.

Barney Neighborhood House Senior Program	Wards 1 and 4	202-939-9020
Greater Washington Urban League	Wards 2, 5 and 8	202-529-8701
IONA Senior Services	Ward 3	202-966-1055
United Planning Organization Senior Services	Ward 6	202-547-0569
United Planning Organization Project KEEN	Ward 7	202-388-4280

Family Caregiver Month Reception

The D.C. Caregivers' Institute (DCCI) will present the 2nd Annual National Family Caregiver Month Reception on November 18 from 6:30 to 8:30 p.m. at the Washington Center for Aging Services, 2601 18th St., N.E.

The D.C. Caregiver of the Year Award will be presented at that time. All D.C. caregivers who care for an older D.C. resident are welcome to attend.

Registration is mandatory. Call the DCCI at 202-464-1513.



GOVERNMENT OF THE DISTRICT OF COLUMBIA

ANTHONY A. WILLIAMS, MAYOR

D.C. OFFICE ON AGING NEWSLETTER

18th Annual Salute to District of Columbia Centenarians

Mayor Anthony A. Williams and the D.C. Office on Aging hosted centenarians, their families and caregivers at the Eighteenth Annual Salute to District of Columbia Centenarians.

Centenarians attending the luncheon for the first time were presented with medallions by the Mayor, honoring their 100 years or more of life. All centenarians had their life histories read and received certificates and buttons honoring their longevity.

The oldest centenarian present Henrietta Davis, 104, cut the cake in honor of all centenarians.



Office on Aging Executive Director E. Veronica Pace speaks, while Virginia E. Hayes Williams, first mother, looks on during the event.



Ellie Misenheimer, 100



Pearl Yancey, 102



Rev. Naomi Davis, 100



Frederick Watts, 100



The Potomac River Rascals entertained during the event.



Helen Newberry McDowell, 101



Henrietta Davis, 104

District of Columbia Centenarians

Ema Bailey	8/23/1902	Annie Claire Hornaday	7/7/1904	Gretchen Ring	12/16/1898
Vernice H. Bailey	10/16/1901	Hattie Hughes	5/22/1904	Walter Ruth	9/6/1902
Frances Banks	2/8/1903	Rose Finley Hughes	1/12/1903	Sadie Gilbert Scott	9/13/1900
Willie Mae H. Blackwell	2/27/1903	Agnes Mae Jackson	8/15/1903	Goldia Shaw	9/18/1904
Pearl Brandon	7/6/1902	Gertrude Johnson	8/16/1903	Elizabeth Smith	9/14/1904
Letha B. Brooks	1/1/1900	Amanda Lewis	6/1/1903	Emma B. Spies	3/17/1901
James R. Brown	6/3/1901	Lillie Lindsay	6/07/1904	Corinne Dixon Taylor	4/2/1893
Sadie Brown	4/7/1900	Mamie Logan	12/12/1897	Eva Taylor	9/13/1904
Lucie Elizabeth Bryant	9/27/1904	Father James Martin	8/30/1902	Beulah M. Thomas	10/24/1902
Harry T. Burgess	8/12/1904	Mark Matthews	8/7/1894	Edna Thomas	11/29/1901
Margaret Caldwell	9/17/1903	Betty J. Matthison	6/27/1904	Minnie Thomas	7/6/1903
Mamie Carter	3/3/1899	Martha Merritt	5/6/1903	Marquina Thomasa	9/8/1904
Sallie Childs	1/29/1904	Helen Newberry McDowell	9/27/1903	Mildred Louise Thompson	9/29/1904
Mary Cronin	8/19/1903	Bertha McMurdock	10/8/1903	Robert D. Thompson	2/14/1901
Henrietta Davis	1/3/1900	Ellie Misenheimer	6/8/1904	Tonsa Warner	4/20/1902
Rev. Naomi Davis	11/11/1903	Howard C. Mitchell	8/11/1903	Vernita Vass	8/20/1904
Gladys Duncan	9/19/1896	Mildred Pickens	2/22/1904	Annie Ethel Waters	8/28/1897
Carrie Eaton	9/2/1902	Marie Poindexter	9/4/1903	Frederick Watts	1/16/1904
Martha H. Elliot	1/1/1898	Eula Ponton	10/15/1901	Louise Mary Wilkerson	1/20/1900
Louisa Espinosa	6/12/1903	Edward Powell	6/24/1903	Eddy Williams	1/4/1900
Rosa Fryes	4/2/1902	Bessie Proctor	9/15/1901	Frances G. Williams	2/28/1899
Margaret Gignac	4/29/1899	Hattie Proctor	1/15/1904	Jeanetta Wright	7/28/1904
Laura Gilliam	1/13/1903	Eugene Reinfein	12/12/1900	Pearl Yancey	2/4/1902
Luretha Holland	2/2/1903	Mary Rikard	7/26/1902	Joseph L. Younger	11/5/1903